



YoungStar Review and Appeal Process

The YoungStar review and appeal process requires that:

- Local YoungStar office staff offer to explain a child care rating before it is published on the public database;
- A program is responsible to clearly document in writing their objections to the rating; and
- A set timeline be established for progressive review of each case.

Guidelines for best practices and other state experiences in establishing appeals processes were considered in developing the YoungStar Appeals Process and designed to minimize the number of appeals received. YoungStar has been designed to establish:

- Clear guidelines for what program quality criteria are rated;
- Objective criteria that are tied to research (e.g., education and training verified by The Registry, valid and reliable observers conduct observations on learning environment, using nationally accepted, research based Environment Rating Scales);
- An automated process to calculate rating that combines all of the quality measures leading to a child care rating.
- Transparent and consistent methods for evaluating programs, including consistent rater reliability; and
- Clear documentation and justification of rationale for a program's rating.

Process Overview

The rating process ensures that no one individual is responsible for assigning a score – it will be the compilation of several criteria. YoungStar will require that The YoungStar Consortium have a Technical Consultant or Formal Observation Rater offer to meet with the program before the program's rating is published to answer questions about the rating and to allow the program to give further information. The program's rating will be published on the Child Care Finder website approximately two weeks after the program's rating is completed. The Technical Consultant or Formal Observation Rater will attempt to meet with the program prior to the rating being published online. If a meeting with the program cannot be scheduled within two weeks of the rating completion, the rating will be published online prior to the meeting. Other states have found that if the program understands the rating, the program is less likely to have concerns about the rating.

Programs will receive a rating annually. However, if a program's training or education increases or decreases between annual YoungStar ratings, a change to the program's YoungStar rating may be made as a courtesy to the program. **It is not a right of the program to have his or her YoungStar rating changed outside of the annual rating, even if education or training levels change.** As of July 1, 2012, Wisconsin Shares payments are tied to reimbursement.

Steps in the Appeals Process

Preliminary Review Step – *Part of the Technical Rating or Formal Rating Process*

The YoungStar Technical Consultant or Formal Rating Observer explains the rating received to all programs. This typically happens prior to posting on the public website (unless a meeting to review the rating cannot be scheduled within two weeks of the rating completion) and offers clear documentation as to why a rating was assigned and what specific points led to that rating. The Program and Technical Consultant or Formal Rating Observer sign a document to confirm that all areas of their YoungStar rating were reviewed and explained.

If a program tells the Technical Consultant or Formal Rater that they intend to appeal the rating at this preliminary

step and the rating has not yet been published online, the Technical Consultant or Formal Rating Observer will wait 30 calendar days before making the rating active, which publishes the rating on the public child care search website. If the program does not submitted an appeal in writing within 30 calendar days to the local YoungStar office, the rating will be made active and published to the public child care search website. If the program does not mention the possibility of an appeal, the Technical Consultant or Formal Rating Observer will make the rating active, which publishes the rating on the public child care search website.

Programs may request a review of their rating. For each step of the appeal process, the request must be in writing and provide clear documentation of what quality standard was inappropriately assessed and why.

<p>1 – Rating review request</p>	<p>The initial request to review a technical rating must be submitted to the local YoungStar office that completed the technical rating process or the formal rating process with the program. The lead Technical Consultant or YoungStar supervisor at that local YoungStar office reviews the rating and makes a determination if the initial rating was accurate. The initial request to review a <u>formal rating</u> must be submitted to the WECA Madison office. The YoungStar Director at the WECA office reviews the rating and makes a determination if the initial rating was accurate.</p> <p>If the lead Technical Consultant, YoungStar Director or YoungStar supervisor believes the rating was accurate, he or she contacts the program to explain the rating. If the lead Technical Consultant, YoungStar Director or YoungStar supervisor believes the rating was inaccurate, he or she can change the rating or forward the request to review to the Executive Director of the local YoungStar office for review.</p> <p>If a program disagrees with the new rating or disagrees with the decision of the lead Technical Consultant or YoungStar supervisor to maintain the initial rating, the process moves to Step 2.</p> <p><i>The request to review must be submitted within 30 calendar days from the date that that the program signed off that their rating was reviewed with them. The initial rating review must be completed within 30 days of the date that the request for review.</i></p>
<p>2 – Immediate supervisor at regional office reviews rating</p>	<p>The request to review a rating then must be submitted to the Executive Director of the local YoungStar office that completed the technical rating process or to the Executive Director at the WECA Madison office if a formal rating was performed.</p> <p>The Executive Director of the local YoungStar office or the Madison WECA office reviews documentation from program and the rating and makes a determination if a new rating is warranted. If the Executive Director of the local YoungStar office or the Madison WECA office believes a new rating is warranted, he or she can assign a different Technical Consultant to do the new rating.</p> <p>That rating that is provided must be the same type of rating that was originally completed. For example, a provider that is appealing a technical rating would complete a second technical rating and could not request a formal rating observation.</p> <p>If the second rating results in an amended rating, and the Executive Director has agreed to the amended rating, the Executive Director would meet with the program to explain.</p> <p>If the second rating is found to be the same as the first rating, the Executive</p>

	<p>Director meets with the program to explain why the rating is not adjusted.</p> <p>If the second rating is appealed by the program, additional documentation is requested to identify what quality standard was inappropriately assessed and why.</p> <p>If a program disagrees with the new rating or disagrees with the decision of the Executive Director of the local YoungStar office or the WECA Madison office, the process moves to Step 3.</p> <p><i>The second request to review must be submitted within 30 calendar days from the date the initial review was completed. The second step of the review should be completed within 60 calendar days from the date of the second request for review.</i></p>
3 – YoungStar Consortium Staff reviews rating	<p>The request to review a rating then must be submitted to the YoungStar Consortium, who review the documentation and rating and either approves one of the ratings or requests additional information from the supervisor or the program.</p> <p>The YoungStar Consortium staff will meet with the program to show clear documentation submitted by the program. If, at this stage, the YoungStar Consortium staff questions the results or the process as a result of the documentation submitted by the program, he/she may assign a third rater to perform a new rating.</p> <p>After deliberating, the YoungStar Project Manager will meet with the program to show clear documentation as to whether a new rating was assigned and what specific points led to that decision.</p> <p>If the program disagrees with the new rating or disagrees with the decision of the YoungStar Consortium, the process moves to Step 4.</p> <p><i>The third request to review must be submitted within 30 calendar days from the date the second review was completed. The third step of the review should be completed within 30 calendar days from the date of the third request for review.</i></p>
4 – DCF Bureau of Quality Improvement Director reviews rating	<p>The request to review a rating then must be submitted to the Department of Children and Families Bureau of Quality Improvement Director. He or she will review all relevant information and if, in the review of the outcome of final appeals process or decision, the Bureau Director identifies misinterpretations of DCF policy or YoungStar point criteria, he/she can request additional information from the program or the local YoungStar office and can intervene in the rating decision.</p> <p>Additionally, the Bureau Director reserves the right to intervene at any time during the appeals process if he or she identifies misinterpretations of DCF policy or YoungStar point criteria.</p> <p><i>The fourth request to review must be submitted within 30 calendar days from the date the third review was completed.</i></p>